Productivity Software For Your Commodore Plus/4

DISK BASED

ACCOUNTS RECEIVABLE

A complete easy-to-use Accounts Receivable System for use with your Commodore Plus/4

Improves cash flow through efficient customer billing, automatic statement preparation and computerized collection reports

developed by **InfoDesigns™**

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COMMODORE BUSINESS MACHINES

COMMODORE BUSINESS ACCOUNTING SYSTEM

FOR THE COMMODORE PLUS/4

ACCOUNTS RECEIVABLE OPERATOR'S GUIDE

Version 1.0

For the Commodore PLUS/4 Computer

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I. INTRODUCTION

A. Overview

The Commodore BAS Accounts Receivable/Billing System is an extremely powerful accounting system adapted from larger sophisticated systems and implemented on the new Commodore PLUS/4 microcomputer system.

The system has virtually unlimited capacity, since manageable groups of customers and invoices are stored and processed at one time. The system utilizes a set of floppy disks for record storage of customer accounts and open invoices.

The exact capacity configuration is as shown in the following table:

Maximum Records Storage Capacity(per disk)

	CBM 1541
Maximum Customers	150
Maximum Invoices	375
Maximum Transactions	40

Larger files of customers and invoices may easily be handled by segmenting customer files alphabetically and using a set of floppy disks for each group.

The system provides these advanced capabilities:

- easy data entry of customer billing information
- computer-printed invoices -- either immediately or when needed
- option to apply customer payment by oldest invoice first
- automatic posting of transactions to customer file and invoice file
- open item aged receivables report for all customers or selected group
- monthly open item customer statements
- on-line status inquiry to determine a customer's current account balance, oldest invoice age, credit limit and credit approval.

This Accounts Receivable System is part of a total Business Accounting System which includes an Inventory Control Module, Accounts Payable Module, Payroll Module and General Ledger Module. The A/R System, A/P System and P/R system will automatically interface to the General Ledger when installed. But each sub-system can be implemented in a modular fashion independently of all others.

The balance of this document contains information essential to the smooth conversion and ongoing effectiveness of the Accounts Receivable application, including:

- System Conventions, which highlights key technical and operating characteristics of the BAS application that are used to provide consistency of operation across all **Commodore** applications (see Section I-B)

- System Functions, which describes the purpose, timing and features of each accounting function performed by the application (see Section II)

- System Start-Up, which provides guidelines on how to initialize your equipment and files to prepare for day to day operations (see Section III)

- Management Reports, which describes the purpose, timing, execution and format of those reports/documents produced by the system to control your receivables operation (see Section V)

- Troubleshooting Guide, which describes particular error conditions, their probable cause and required action to resolve the errors that may occur in day to day processing (see Section VI)

- Using Telephone Consulting Assistance, which describes an optional Telephone Consulting Assistance program provided by the Commodore BAS Support Center, and guidelines for placing orders for additional products and services. (see Section VII)

These and remaining sections of this operator's manual will significantly contribute to the future success of your operation. Please take an appropriate amount of time to read them. The decisions you make in these areas are instrumental to a sound accounting and financial reporting system that is essential to the ongoing management of your operation.

B. System Conventions

In order to simplify the description of how certain information is entered into the system, the following conventions are used in the documentation:

1. Special typewriter keys

There are only two special keys to use other than the normal typewriter keys. These keys are indicated by the use of this symbol **<KEY NAME>** to differentiate the name of the key from actually typing the word.

Keys	Purpose
<RETURN>	Use after entering information (see next paragraph)
<INST/DEL>	Deletes last character
<SHIFT>	Never used. All information is entered in "lowercase" letters. All reports are automatically printed out in capital letters.

2. **<RETURN>** key

When the computer displays asterisks (******), it indicates it is waiting for an input from the operator.

If the alpha or numeric information does not fill all the positions indicated by the asterisks, then you must press the **<RETURN>** key after entry.

Example: When the computer asks for a customer number, the screen looks like this:

Customer Number : ******
_

Notice that the blinking cursor tells you where your characters will type. This is indicated by an underscore (_) in this documentation. You would type customer number 1234 as:

******
1234<RETURN>

because the number is less than the number of asterisks (six). If the customer number were 123456, then you would type:

******
123456

the computer will automatically advance to the next field.

Remember, when your input fills all the asterisks, then you do not have to press the **<RETURN>** key. With a little practice, this convention will become almost second nature.

When entering data, the **<RETURN>** key can be used to skip a field. Just press **<RETURN>** and the program will skip to the next field. For the first field of a new screen, pressing the **<RETURN>** key without any data allows you to return to the previous menu. As a general rule, when in doubt about where you are in the program or how to get to a different operation, just press **<RETURN>** until you get to the correct menu.

3. Prompting messages

The computer will remind you what information it is expecting by use of "prompting" messages. These messages will also "flash" when you have made an error. This flashing will alert you to re-enter the information correctly.

These messages appear directly under the screen title. Example:

ENTER A/R TRANSACTIONS
Enter Customer Number

4. Disk errors

The system utilizes floppy magnetic disks for storage of all data. Occasionally, a disk may drop data and cause an error. For this reason, **IT IS IMPERATIVE THAT AT LEAST TWO (2) BACKUP DISKS ARE MAINTAINED FOR EACH DISK FILE.** See IV C-3 for Disk Backup Procedures.

If the following conditions occur, it means a disk error has occurred:

- 1541, Right most light turns red and blinks

A listing of all disk errors may be found in your **Commodore Floppy Disk User's Manual** and is reprinted in Section VI of this guide. When an error occurs, the system will return to the main menu. Re-insert the disk(s), and try the program again. If repeated tries do not work, then you probably have a bad disk and must go to one of your back-up disks.

Additionally, there are a series of special error messages concerning the operation of the Accounts Receivable System. Refer to the Troubleshooting Guide Section VI.

Note: There are several things the user can do to avoid disk data errors. They include:

a. Handle the diskette with care

- Write on labels first, then affix them to the diskette
- Do not touch the exposed surface of the diskette
- When not being used, keep the diskette in their protective jackets and store them in a cool dry area
- DO NOT remove diskette from drive during operation

b. Use high quality disks

c. Have your disk drive serviced periodically to ensure that it is clean and operating according to specified tolerances

5. Program Disk and Data Disk

Your master program disk is used to hold the programs which make up this accounting system. No specific information relating to your company or business is ever stored on the program disk. All such "data", is stored on a data disk. When running the system, you will be prompted to remove and insert either your program disk or your data disk. Simply follow the prompts as indicated. If you accidently insert the wrong disk, you will be warned with a flashing error message. Just continue with the correct disk.

C. Equipment Requirements

The BAS Accounts Receivable System has been designed to allow significant flexibility in configuring your hardware. Of major importance is the capability to to process the application using 1 or 2 disk drives.

Specific equipment requirements are:

- Commodore PLUS/4 Computer
- Color or Monochrome Monitor
- Disk Drives
    - 1 or 2 1541's or 1551's
- Printers
    - 1526, MPS 801, MPS 802 or DPS 1101

Install and check-out your equipment by following the equipment operating instructions provided by Commodore Business Machines.

II. SYSTEM FUNCTIONS

The Commodore BAS Accounts Receivable System is a "menu-driven" system. The "menu" is literally a menu of critical accounts receivable functions that have been computerized to support your day to day operations. To execute the functions, you merely have to select the appropriate menu item.

The menu includes the following functions:

ACCOUNTS RECEIVABLE MAIN MENU

00	Bas Systems Menu	01	Customer Billing
02	Enter A/R Transactions	03	Print A/R Transactions
04	Maintain Transactions	05	Update A/R Files
06	Print Reports	07	Print Statements
08	Maint./Disp Customers	09	Maintain Tax Codes
10	A/R Info. File	11	Config. File Maintenance
12	Quit Processing		Select (RETURN)

Furthermore, various sub-menus are provided to allow for precise selection of essential accounting operations.

Following is a brief description of each menu and sub-menu function.

00) BAS SYSTEMS MENU

Purpose: The BAS Systems Menu is selected by pressing **<RETURN>** or **00.** The BAS Systems Menu allows you to run any of these other system modules. These other systems may be purchased separately from your dealer:

BUSINESS ACCOUNTING SYSTEMS MENU

01	General Ledger	02	Accounts Receivable
03	Accounts Payable	04	Payroll
05	Inventory Management	06	Disk Backup
07	Quit Processing		Select <RETURN>

The Disk Backup function is very important and is included with your system. It allows you to duplicate any data disk. As mentioned above, **IT IS IMPERATIVE THAT YOU HAVE AT LEAST TWO (2) BACK-UP COPIES OF EACH DATA DISK.**

Program disks are copy protected and will not copy. You may obtain security copies from **Commodore Business Machines.**

01) CUSTOMER BILLING

Purpose : To enter and print item level customer invoices or credit memos.

When : Daily, or when needed to fulfill your operating needs.

Features: Automatically accesses your customer file for both Bill To and Ship To Customer Number and Address. You indicate the first invoice number, and the system automatically assigns the next sequential number for additional invoices to be prepared. The system automatically uses Today's Date from the A/R Information File as the Invoice Date. System gets Terms Code from the Bill To Customer to insert proper billing terms for the transaction.

Sub-Menu:

1) Add New Invoices: Which allows the entry of complete billing information, including line item detail for customer invoice. You may also create a Credit Memo by entering a negative dollar amount for any line item. If the total amount of the Invoice is negative, then a Credit Memo will be printed, and the associated Credit Memo transaction will be generated.

   Note: To input comment lines on invoice detail, enter: **-<RETURN>** for Quantity. Then enter your comment on the Description line. 14 items have to appear on an invoice before it goes to invoice page 2.

   Each detail line item provides for entering a Tax Code. **0** indicates non-taxable, 1 through **9** indicates the tax amount from the Tax Code File **(09)**, which you define.

   When New Invoices are created, invoice transactions are automatically created. These transactions may be reviewed by using **03 Print A/R Transactions.**

2) **Align Invoice Forms, which allows you to align your invoice forms before you start your invoice operation.**

Note: If invoices are manually typed instead of computer-printed -- then use **02 Enter A/R Transactions** to enter summary invoice data.

02) ENTER A/R TRANSACTIONS

Purpose: To enter existing balances, invoice or credit memo summary transactions, invoice modifications, deletions, and customer payments. (Note: Invoice transactions are automatically created from **01 Customer Billing**).

When: Daily, or when needed.

Sub-Menu:

1) Enter New Invoice, enter summary information for new invoices.

2) Delete An Invoice, cancel an invoice which has been posted to the customer file.

   Note: As a safety precaution when deleting an invoice, you will need to enter the delete code **del**.

3) Modify An Invoice, change an invoice which has been posted to the customer file.

4) Enter Billing Information, enter billing amounts to previously posted "unbilled" invoices; that is, invoices originally entered with no billing amount.

5) Enter Payment Received, enter customer payments or update invoices.

   Note: There are two payment options available: **1**-Apply by Customer, and **2**-Apply by Invoice. When using **1**, enter the customer number only, and the computer finds the oldest twelve invoices, and automatically applies the payment amount in oldest-first sequence. Then, the operator has the option of overriding the payment allocation required.

03) PRINT A/R TRANSACTIONS

Purpose: To allow printing and review of transactions that were entered in **02 Enter A/R Transactions** or were created by **01 Customer Billing**, prior to posting to the customer file.

When: (Optional) However suggested frequency is daily (or after each session where you use transaction entry). This report may also serve as a Daily Sales Journal of all Invoice transactions that day. Note: transactions are automatically **erased** after **05 Update A/R Files** is run, therefore, **always print transactions before updating.**

Sub-Menu:

Report Types:

1) Detail - prints each transaction
2) Summary - produces summary statistics only

Report Groups:

1) All Transactions - prints all entries on your file
2) New Invoices - prints new invoices only
3) Delete Transactions - prints "delete" type transactions only
4) Modify Transactions - prints "modify" type transactions only
5) Billing Transactions - prints "billing" type transactions only
6) Payment Transactions (only prints "payment" type transactions)

Record Print Range

Specify first and last transaction numbers or enter: **a<RETURN>** (for all transactions).

04) MAINTAIN A/R TRANSACTIONS

Purpose: To make necessary corrections or void transactions before running **05 Update A/R Files.**

When: Whenever an error is detected during the review of reports produced by **03 Print A/R Transactions.**

Procedure:
Enter transaction number to be changed. Next, enter line number change. Then add data.

05) UPDATE A/R FILES

Purpose: This routine automatically posts all invoice transactions to the customer file, creates invoice records, and updates the customer record with current billing data. **Transactions must be updated before a payment can be applied to a transaction.** If you are interfacing with the General Ledger System, then general ledger transactions are also created. The Accounts Receivable File System will only allow one sales account to be interfaced to the General Ledger. Note: Detailed interface instructions are included with the General Ledger System.

When: You may update daily, weekly or monthly. **You must update for every 35 transactions** entered in 01) Customer Billing and 02) Transaction Entry.

Procedure:
Press: **1** to begin processing

06) PRINT REPORTS

Purpose: To provide a selection of key reports designed to effectively control receivables. It produces aged customer receivables reports for all customers or any one customer. You may request only "open items" (unpaid bills) or "closed items" (paid bills). Reports may be printed on a detail or summary level.

When: On a monthly basis, print an open item report with aging (Report **01**) for all customers. On a selective basis, print out an aging report for customers that warrant special attention.

Note: You can also perform a status inquiry into the customer file to get up-to-date account information for any customer. Use Menu **08 Maintain/Display Customers.**

Sub-Menu: Report Format Code

1) Open Items With Aging, prints all "unpaid bills" for each customer highlighting total age in days

2) Open Item Summary, prints same report as Option (1), excluding invoice detail

3) Aging Summary, prints customer account balance summary by aging category

4) Unbilled Items, prints all customer invoices for which billing amounts have not been established

5) Closed Item Listing, prints all paid invoices on file for customer range.

   Note: When you select this option, the computer will ask:

   Delete During Closed
   Item Listing? *

   It is a good idea to type y (for yes) to delete paid invoices while printing out the report. This will keep the Invoice File down to a manageable size, conserving storage space.

Customer Range

Enter beginning customer number and ending customer number or type: **a<RETURN>** to report for all customers.

07) PRINT STATEMENTS

Purpose: This program prints customer statements on customized continuous forms. It is an open item statement which lists all unpaid and partially paid invoice items showing a balance due, and ages balance by categories: under 30, 60, 90 and 120 days.

When: Run monthly, but always make sure that **05 Update A/R Files** has been run before printing statements.

Procedure:

Enter: 1 to begin

Then load printer with statement forms. When prompted to enter first customer number, enter: **f<RETURN>** (for forms adjust pattern).

After forms are aligned, enter either: **a<RETURN>** (for all customers), or the actual range of customer numbers to be processed (low customer number, high customer number).

08) MAINTAIN/DISPLAY CUSTOMERS

Purpose: Allows you to add new customers to the file, change information on existing customers, delete customers from the file, and print information on any customer. Furthermore, you can zero out "Billed This Year" amount.

When: As needed, and at year end.

Sub-Menu:

01) Add - allows adding new customers to file.

02) Chg - allows altering information on an existing customer. This will also permit you to delete a customer file with a 0 balance by entering d then the delete code **del**.

03) Prnt - prints listing of customer file in one of two formats.

1-Activity - Provides one line listing of all customers, current account balance, and age.

2-List - Provides a master list of customer number, name and address, telephone number, etc.

04) Yr End - Sets Billed This Year field (07) to zero. Run at year end only.

Special Codes for customer file maintenance:

There are several special features in the customer file, which allow for **rapid billing** and automatic credit monitoring:

Field	Allowable codes	Comments
Credit Limit	Enter Dollar Value or leave blank	Computer checks open balance during Aging Report. Automatically changes **Credit Appvd** to ? if limit is exceeded
Billed this Year	Leave blank	Computer automatically maintains this field
Account Bal	Leave blank	Computer automatically maintains this field
Account Age	Leave blank	Computer automatically updates this field during **06** A/R Aging Report run
Discount Code	Enter any one character code or leave blank	Memo information ONLY
Terms Code	Enter code:	Invoice Prints:
	1	Net Due
	2	Net 30 Days
	3	1% 10 Net 30
	4	2% 10 Net 30
	5	5% 10 Net 30
	6	Net 30 1%-Late
	7	Net 20 2%-Late
	8	COD
	9	CASH
	<any other chr>	<Prints character>

Note: System will not automatically calculate a finance charge.

Credit Apprv'd	Enter: **y** (credit ok) **n** (bad credit) **?** ----------> (flag to management)	This code prints on all customer reports and aging reports. Note: During the aging report run, if any invoice age over 90 days, or account balance over credit limit, the code is automatically changed to **?**.

09) MAINTAIN TAX CODES

Purpose: Define and change Tax Code information for automatic calculation of taxes on invoice amounts.

When: As needed.

Procedure: Enter first tax code on first line. Enter brief description, percentage, and general ledger account number (if interfaced with General Ledger System).
Example: **sales<RETURN> 4.0<RETURN> 31130.0**

Note: These Tax codes are used in **01 Customer Billing** and **02 Enter A/R Transactions** for automatic calculation of the tax amount.

10) A/R INFORMATION FILE

Purpose: Enter or change **SYSTEM Date**, the **Company**, **Password**, **G/L Accounts**, and **Aging** periods.

When: As needed.

Procedure:

There are several special feature codes in the A/R Information File which provide the system additional capabilities:

Field	Allowable codes	Comments
Company	Enter your company name	
Address (1-3)	Enter up to 3 lines	Will print on invoice and statements
System date	None	The system date is set when you first turn the system on
Password	Enter yyyy where-- yyyy=4 character password	This field sets the user password
Gen'l Ledger Accounts	Enter the account code as XXXXX.X	G/L accounts are needed only if you are inter-faced with the G/L System
	Leave **00000.0** if not interfaced with G/L System	Complete documentation and coding is found in the General Ledger System
Aging Periods	Enter aging days	Provides for variable aging

Note: The date in the A/R Information File is automatically updated with any date you enter when you first turn the system on.

11) CONFIGURATION FILE MAINTENANCE

Purpose: Provides the capability to describe the specific equipment configuration to the BAS Accounts Receivable application, including the ability to change it if your equipment changes (e.g'. Add a second disk drive).

When: For one disk unit (e.g. 1 1541)

- Whenever you change disks or printers.

For two disk units (e.g. 2 1541's)

- Every time you turn your hardware on you will have to change the unit number of your second disk unit.

  Unless, you have your dealer permanently change the unit number of the second drive to 9.

  Note: This routine will do that automatically.

- Whenever you change disks or printers.

Sub menu:

0) Quit Processing, after configuration is defined

1) Change Configuration, to define or change the current configuration.

Field	Allowable codes
Disk	80 = 1 1541
	90 = 2 1541's
Printer	M = Standard Commodore Printer
	Q = Printer with no line feed
	F = Printer with a line feed

2) Change Unit Number, to assign unit numbers when two disk units are used. Note: Be sure secondary disk is turned off (e.g. the disk to be used for data files) before selecting Sub Menu item 2.

The system will prompt you to turn the primary unit (ie., unit used for program disk) off and the secondary unit on. (At this time you may leave the program in the primary drive.) Then press **<RETURN>** to change the secondary drive to device number 9.

Technical note: The system assumes that the main drive is pre-set to device number 8, which is the way it is shipped from Commodore.

User note: It is recommended that you attach a label to each disk device, as follows:

- Unit 8/Drive 0 (primary)
- Unit 9/Drive 1 (secondary)

Note: Change Unit Number is not required if you have your dealer permanently change your disk drive unit number to unit 9.

For Two Drive Systems

When making a back-up copy on a brand new disk, you will have to use the **New** command **2.** This command will place formatting information on a new disk in drive 1 (left drive) so that it can then copy from drive 0. After the back-up copy is complete, the computer will check that a good copy was made. If not, a message will inform you "BAD COPY - RE-DO" and you should try copying again. If after two (2) tries, you still get a bad copy, then try using another disk (in drive 1) to copy on. Under certain circumstances, it is possible that the operating disk (in drive 0) is bad, and to recover you will have to use a previously backed-up disk.

Just follow the specific instructions on the screen when you use BAS Systems Menu functions.

For One Drive Systems

The back-up can still be performed. However, it will involve several separate passes, each of which will require removing and inserting the original and back-up diskettes. Furthermore, if you are backing up to a new disk, you will have to format the disk first. To format the disk, exit the system and do the following:

Enter **HEADER** "diskname",DØ,I#

Where diskname is the name you want to assign to the diskette, and **#** is a two character **id** number.

Example: **HEADER** "Data Disk", DØ,IØ3 **<RETURN>**

Note: When you are prompted for an id number enter a 2-digit number that is different than the id number you assigned for your A/R data disk

After the disk has been formatted, reload the application program and:

Type: **<SHIFT> <RUN/STOP>**

12) Quit Processing

Purpose: Allows you to quit your current session with the Accounts Receivable program

When: As desired

Sub menu:

You will be asked "Are you sure? (y/n)"
"y": Will return you to PLUS/4 Basic.
"n": Will return you to the A/R Main Menu.

III. SYSTEM START-UP

A. Overview

The following procedure should be used to start-up the system at the beginning of the day.

B. Initializing the System for First Use

The following sequence should be used when you first implement the system:

- Read this manual

- Install Equipment as indicated in Commodore installation manuals

- Prepare an **Operating** copy of **A/R Data Disk**

  . Place a new high quality disk in drive 0
  . Enter:

  HEADER "A/R DATA DISK", D0,I01 **<RETURN>**
  Note: use the numbers one (1) and zero (0)

  (If you get a **file open** error, repeat)

  . Disk will start spinning
  . Wait until disk drive light goes off
  . Remove the disk and label it

- Start system up as indicated in Paragraph C of this Section.

- Select **10** A/R Information File to create a A/R Information File on your new A/R Data Disk (see Section II-14)

- Update Tax Code file as indicated in Section II, Par. 9

- Add customers to the system, as indicated in Section IV, Par. B-4

- Now follow <u>Daily Accounts Receivable Cycle</u> as indicated in Section IV, Par. B

C. Daily Start-up Sequence

1) Disconnect any peripheral equipment not used by the BAS application (e.g. Joy sticks, game cartridges, cassette units)

2) Turn on the PLUS/4, floppy disk drives, and printer.

   Note: If there are two drives, turn the primary drive on only

3) Insert **A/R Program Disk**, side 1, in Drive Ø

4) Press **<SHIFT> <RUN/STOP>**, simultaneously.

   Read copyright notice carefully. Note that it is **unlawful to copy, duplicate, sell or distribute unauthorized copies of this software product disk-- violators will be prosecuted to the full extent of the law.**

5) After the copyright message, you will be prompted to enter the current date. Enter the date using the format: MMDDYY (Month-Date-Year).

   Note: The system will automatically update the A/R Information File. If you do not want to change the date currently in the A/R Information File, just press **<RETURN>**.

6) Enter: **pass** (or whatever your password is)

   Note 1: Though you enter the password at this point, it will be verified again as each application module is executed. Review your password entry carefully prior to responding **Y**-yes to the screen prompt.

   Note 2: The password can be changed by using **1Ø A/R Information File** (refer to page II-14).

7) Now you may execute any of the functions specified in Section II - System Functions.

   Note: If you have more than 1 disk unit (e.g. two 1541's) you must execute **11 Configuration File Maintenance** first.

D. Turning off the System

Note: Before turning off the system, you should press **<RETURN>** until you get the Main Menu or BAS Systems Menu. Then, remove disk(s) and turn off all components.

NEVER TURN THE SYSTEM OFF OR ON WITH FLOPPY DISKS IN THE DRIVES. THIS CAN CAUSE PERMANENT DAMAGE TO THE FLOPPY DISKS AND POSSIBLE LOSS OF DATA.

E. Special Considerations

The Commodore Accounts Receivable System provides you with expandable capacity for almost any small business by splitting customers and invoices on several data disks. You may also use the system for several small companies by setting each company up on a separate data disk.

To split customers to several disks, decide what grouping you will use:

- Alphabetical
- Sales Territory
- Branch
- etc.

For example, to split alphabetically, create a separate A/R Data Disk for each customer grouping:

A - M	Group 1 (Disk 1)
N - Z	Group 2 (Disk 2)

This will provide you with double the capacity of customers and invoices over one disk. Obviously, you may split your customers to any number of different disks to provide virtually unlimited capacity.

IV. ACCOUNTING PROCEDURES

A. Overview

All accounting systems have specific cycles for data entry, updating and reporting. The BAS Accounting System is very flexible in design. The Accounts Receivable file may be updated as frequently as desired to obtain current information on your customers.

This section presents a guide for following appropriate manual accounting procedures and the proper execution of computer procedures. We recommend that initially you follow this sequence exactly, until you have developed experience on the system. Of course, you have the option of developing your own internal procedures once you are intimately familiar with the operation of the system.

B. Daily Accounts Receivable Cycle

Daily, or less frequently, you should run the following types of transactions:

- Process Customer Invoices/Credit Memos
- Process Customer Payments
- Customer Inquiry
- Customer Maintenance

To start-up the computer, see Section III - System Start-up.

1) Processing Customer Invoices and Credit Memos

Accounting Procedure

a) Assign Customer Number and Invoice Number to your customer invoices.

b) Maintain standard accounting procedures to control invoice numbers.

Computer Procedure

a) Use **01 Customer Billing** to enter and print customer bills (credit memos) or **02 Enter A/R Transactions** to enter invoice transactions from manually prepared invoices.

b) Enter required information.

c) Daily, use **03 Print A/R Transactions** to **verify that your data was entered correctly (ref II-6).**

d) If you detect any errors, use **04 Maintain A/R Transactions** (ref II-7) to make corrections. Note: This function will correct the transactions **before** you update the A/R file.

You also will have the opportunity to void a transaction before updating. Enter transaction number to change. Press return next, to enter the operation code. **(3 Void this transaction).**

e) File computer reports in your A/R Binder in chronological order by date.

2) Processing Customer Payments

Accounting Procedure

a) All customer payments must be applied to an invoice. If you are using statements generated by the computer, and the customer has included the turn-around portion of the statement, then you will know how to apply the payment. If you have only received a customer check, or just wish to apply by oldest invoice first, then you can use option **01 Apply by Customer,** and the computer will automatically apply the payment amount to the oldest invoice first, then allow you the option of overriding computer allocations, if necessary.

b) Now, you will enter the paid transaction into the computer. After the transaction is entered, deposit the check according to normal business procedures.

Computer Procedure

a) Use **02 Enter A/R Transactions** (ref II-5) Sub-menu **05** to process customer payments received. The invoice being paid should be updated.

b) Repeat for all payments received that day.

c) Use **03 Print A/R Transactions** to verify that your data was entered correctly (ref II-3).

d) If you detect any errors, use **04 Maintain A/R Transactions (ref II-4) to make corrections. Note: this function will correct the transactions before** you update the A/R file.

e) Use **05 update A/R file (ref 11-4)** to update payments to the invoice file.

3) Customer Inquiry

This function allows you to do a random access inquiry of a customer file, to verify the status of that account. Note: The file will only be current up through the last A/R update.

a) Use **08 Maintain/Display Customers** (ref II-11). Use Chg **02** to access customer record. Then press **<RETURN>**. After viewing record, this will write the record back to the file **unchanged.**

4) Customer Maintenance

This function allows you to **add** new customers to the A/R Customer file, **change** information on existing customers, or **delete** existing customers from the file.

a) Use **08 Maintain/Display Customers** (ref II-11).

b) To **add** a new customer to the file:

. manually assign a customer number

(Note: It is good practice to allow gaps between numbers and to assign them in alphabetical sequence. That way, all A/R reports will be printed alphabetically by customer number. Customer numbers have six (6) characters).

. use Add command **01**

c) To change a customer file use **02 Chg command.** To delete a customer file, **the customer balance should be zero.** Enter **d**, then the delete code **del.**

C. Weekly Accounts Receivable Cycle

Weekly, or more frequently, you should run the following computer functions:

- Update A/R File
- Print "A/R Open Item Aging Report"
- Back-up Disks

To start-up the computer, see Section III - System Start-up.

1) Updating A/R File

a) Use **05 Update A/R File** (ref II-7) to update the Accounts Receivable files. Note, this program will update the Customer file with the new account balance, and create invoices on the Invoice file.

b) File update report in your A/R Binder in chronological order, by date.

2) Printing A/R Open Item Aging Report

a) Use **06 Print Reports** (ref II-8) to get an updated listing of the "Open Item Aging Report". Additionally, other reports can be run, if desired.

b) File computer reports in your A/R Binder in chronological order, by date.

3) Back-up Disks

a) Return to A/R Menu, then enter **00** to get to BAS Systems Menu.

b) Use sub-menu function Disk Backup **06**, and follow instructions on the screen.

You should make a backup copy, at the close of each working day, of any data disks you used during that day.

You should also make a backup copy of your data disk before closing a month or financial period. (Especially year-end.)

D. Monthly Accounts Receivable Cycle

Run your complete weekly cycle to update the A/R files, before you run any monthly functions. Then, monthly **ONLY**, you should run the following computer functions:

- Print Customer Statements
- Back-up Disks

1) Printing Customer Statements

a) Use **07 Print Statements** (refer to II-8).

Note: Use approved Statement Form No. 1303.

b) Insert continuous statement forms in your printer, and use the test alignment to ensure forms are adjusted properly.

c) Select ALL customers or sub-set of customers to whom you wish to issue statements.

2) Back-up Disks

a) Return to A/R Menu, then enter **00** to get to BAS Systems Menu.

b) Use sub-menu function **06** Disk Backup, and follow instructions on the screen.

Monthly, you should make a backup copy of any data disks you are using.

V. SAMPLE REPORTS

This section contains sample reports from the BAS Accounts Receivable System.

Each report has been photo-reduced and included as an example of the key control documents you will use in managing and controlling your operation. Additionally, a brief profile of each report has been prepared to describe it's purpose, menu item to be selected and frequency of preparation.

The index of reports is as follows:

Report Title	Page
Customer Invoice	V - 2
Customer Statement	V - 3
List of Customers	V - 4
Customer Activity Report	V - 5
A/R Transaction File Listing	V - 6
A/R Transaction Summary Report	V - 7
A/R File Update Report	V - 8
A/R File Update Summary	V - 9
Open Items With Aging	V -10
Open Item Summary	V -11
Aging Summary	V -12
Unbilled Items	V -13
Closed Item Listing	V -14
A/R Information File	V -15

Report Title:	**Customer Invoice**
Purpose:	Provides bill to customer to initiate the collection process
How:	**01 Customer Billing** **2** Print Invoices
When:	As needed

J.C. MORRISON CO.
1765 SHERIDAN DRIVE PH. 612-123-4567
YOUR CITY, U.S.A. 10-0-83

NO. 10 **INVOICE**

SALESPERSON	DATE OF INVOICE
	05/25/84

SHIP TO
ABC ASSOCIATES (1001)
1234 MAPLE STREET
DETROIT
MICHIGAN 48024

TO:
ABC ASSOCIATES
1234 MAPLE STREET
DETROIT
MICHIGAN 48024

ACCOUNT NO.	DATE SHIPPED	SHIPPED VIA	COL	P.P.	F.O.B. POINT	TERMS	YOUR ORDER NUMBER
1001	05/25/84	UPS		X	MICHIGAN	NET DUE	00001

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
10	WIDGETS	10.00	100.00
	Invoice No. 1300		
	SUBTOTAL		100.00
	SALES TAX		4.00
	FREIGHT		5.00
		TOTAL	$109.00

Thank You

Report Title:	**Customer Statement**
Purpose:	Provides a monthly open item statement with account aging to be used to monitor payment activity
How:	**07 Print Statements**
When:	Monthly

STATEMENT

J. C. MORRISON CO.
1765 SHERIDAN DR.
YOUR CITY, STATE 04064

DATE	DATE
05/25/84	05/25/84
ACCOUNT NUMBER	ACCOUNT NUMBER
1001	1001

SAMPLE - VOID
FORM 1303

ABC ASSOCIATES
1234 MAPLE STREET
DETROIT
MICHIGAN 48024

To insure proper credit please check those items being paid in the "✓" column and return this portion of the statement with your payment.

PAGE NO. 1

REFERENCE	DATE	CODE	DESCRIPTION	AMOUNT	BALANCE	REFERENCE	CODE	AMOUNT	✓
10	05/25/84	I	WIDGETS	109.00	109.00	10	I	109.00	
11	05/25/84	I	SOFTWARE	109.00	109.00	11	I	109.00	
13	05/01/84	C	SOFTWARE	-100.00	-100.00	13	C	-100.00	
15	05/25/84	I	SOFTWARE	200.00	200.00	15	I	200.00	

CODES C - CR MEMO D - DR MEMO P - PAYMENT I - INVOICE A - DISCOUNT ALLOWED F - FINANCE CHARGE

PLEASE PAY $318.00 TOTAL $318.00

30 DAYS	60 DAYS	90 DAYS	120 DAYS
$318.00	$0.00	$0.00	$0.00

J. C. MORRISON CO.

Report Title: **List of Customers**

Purpose: Provides a master list of all customers, addresses, telephone numbers, and special codes to be used for reference in performing receivable functions

How: **08 Maintain/Display Customers**
03 Prnt **2** List

When: As needed

Special Codes: Disc - Discount Code (memo code only)

Terms

1	Net	Due		6	Net	30	
1%-Late							
2	Net	30	Days	7	Net	20	
2%-Late							
3	1%	10	Net 30	8	COD		
4	2%	10	Net 30	9	CASH		
5	5%	10	Net 30	<other chr>			

Credit Approved
y credit ok
n bad credit
? check (management flag)

```
                    ABC ASSOCIATES                          PAGE 1
                  LIST OF CUSTOMERS
                      05/25/84
==============================================================================
C/N      NAME                                                  DISC TERMS AP

1001     ABC ASSOCIATES                                              2 1 Y
1234 MAPLE STREET       DETROIT              MICHIGAN 48024      246/556-6766

1002     COMPUTER PLACE                                              1 1 Y
890 FIFTH STREET        NEW YORK             NEW YORK 04948      395/859-5949

1003     UNIVERSAL OFFICE                                            1 1 Y
54321 MAIN STREET       CHICAGO              ILLINOIS 60609      776/655-6788

1004     COMPUTERLAND                                                1 1 Y
1234 GRAND STREET       ATLANTA              GEORGIA             657/676-6787

100      TALES & SNAILS
1112 TROY AVE           SOUTHFIELD           MICHIGAN                355-4677

 5  CUSTOMERS ON FILE

END OF REPORT
```

Report Title: **Customer Activity Report**

Purpose: Provides a master list of all customer names only and current assigned credit limit, year-to-date billed amount, current account balance, age of oldest open invoice, and special codes (see "List of Customers" for description)

How: **08 Maintain /Display Customers**
03 Prnt **1** Activity

When: As needed; however it is recommended that it be run after "Open Items with Aging" because that report will update the customer file with the latest aging information.

ABC ASSOCIATES
CUSTOMER ACTIVITY REPORT
05/25/84

PAGE 1

C/N	NAME	LAST ACT	CR LIMIT	YTD BILL	ACCT BAL	AGE	D	T	A
1001	ABC ASSOCIATES	04/11/84	5000.00	$4146.56	$606.07	4	2	1	Y
1002	COMPUTER PLACE	04/09/84	6000.00	$4644.43	$374.19	4	1	1	Y
1003	UNIVERSAL OFFICE	04/11/84	8000.00	$3359.56	$843.96	4	1	1	Y
1004	COMPUTERLAND	04/11/84	7000.00	$5003.58	$831.48	4	1	1	Y
100	TALES & SNAILS	04/09/84	500.00	$1909.00	$109.00	2			

5 CUSTOMERS ON FILE

END OF REPORT

Report Title:	**A/R Transaction File Listing**
Purpose:	Provides an audit trail of all transactions entered to the system for internal control purpose.
How:	**03 Print A/R Transactions**
When:	**PRIOR TO A/R UPDATE**
Special Codes:	Rec - Relative transaction record number Tax - Show Tax Code; X=Multiple tax codes

ABC ASSOCIATES PAGE 1
A/R TRANSACTION FILE LISTING
05/25/84

REC	CUSTOMER BILL DATE	INVOICE	ORDER #	JOB NO FRT/TRVL	DESCRIPTION TAXES	TAX PAYMENTS	TRANSACTION TYPE BALANCE
1	1001	10				1	NEW INVOICE
	05/23/84		$64.00	$0.00	$2.56	$0.00	$66.56
2	1001	2	2	2	SOFTWARE	1	NEW INVOICE
	05/22/84		$399.75	$4.00	$15.99	$0.00	$419.74
3	1002	11	1111	222	SOLID SOFT	7	NEW INVOICE
	05/23/84		$6726.60	$0.00	$0.00	$0.00	$6726.60
4	1002	12	2	3	SOFTWARE	1	NEW INVOICE
	05/23/84		$399.75	$4.00	$15.99	$0.00	$419.74
5	1002	14	2	2	SOFTWARE	1	NEW INVOICE
	05/23/84		$399.75	$3.00	$15.99	$0.00	$418.74
6	1002	3			SOFTWARE	1	NEW INVOICE
	05/22/84		$399.75	$0.00	$15.99	$0.00	$415.74
7	1002	4	12324	3214	WIDGETS	1	NEW INVOICE
	05/22/84		$0.92	$2.49	$0.04	$0.00	$3.45
8	1002	5	34354	3545	SOFTWARE	1	NEW INVOICE
	05/25/84		$399.75	$4.00	$15.99	$0.00	$419.74
9	1002	7	11234	12	SOFTWARE	1	NEW INVOICE
	05/22/84		$399.75	$5.00	$15.99	$0.00	$420.74
10	1004	3		5	UNCLE SAM	1	NEW INVOICE
	05/24/84		$45000.00	$2000.00	$1800.00	$0.00	$48800.00

Report Title:	**A/R Transaction Summary Report**
Purpose:	Provides summary statistics for the Transaction File Listing
How:	**03 Print A/R Transactions**
When:	**PRIOR TO A/R UPDATE**

ABC ASSOCIATES PAGE 2
A/R TRANSACTION SUMMARY REPORT
05/25/84

TRANSACTION FILE TOTALS
ALL TRANSACTIONS

	INVOICE AMT	FRT/TRVL	TAXES	PAYMENTS	BALANCE
10 NEW INVOICES	$54190.02	$2022.49	$1898.54	$0.00	$58111.05
0 DELETIONS	$0.00	$0.00	$0.00	$0.00	$0.00
0 MODIFICATIONS	$0.00	$0.00	$0.00	$0.00	$0.00
0 BILLINGS	$0.00	$0.00	$0.00	$0.00	$0.00
0 PAYMENTS	$0.00	$0.00	$0.00	$0.00	$0.00
10 TRANSACTIONS	$54190.02	$2022.49	$1898.54	$0.00	$58111.05

BEGINNING RECORD # 1
ENDING RECORD # 10
TOTAL TRANSACTIONS 10

END OF REPORT

Report Title: **A/R File Update Report**

Purpose: To highlight the impact each transaction had on your customer file

How: **05 Update A/R Files**

When: Each time the A/R update is processed

Special Codes: Type of Transaction (T)

1 New Invoice
2 Credit Memo
3 Debit Memo

Operations Code(O)

1 New/Add
2 Delete
3 Modify
4 Billing information
5 Payment Applied

ABC ASSOCIATES PAGE 1
A/R FILE UPDATE REPORT
05/25/84

CUST #	INVOICE #	CASH *	ACCTS RCVBLE *	SALES *	TAX PAYABLE *	SHIP/TRVL	T	O
1001	10	$0.00	$109.00	$100.00	$4.00	$-5.00	1	1
1001	11	$0.00	$109.00	$100.00	$4.00	$-5.00	1	1
1001	12	$104.00	$0.00	$100.00	$4.00	$0.00	1	1
1001	13	$0.00	$-100.00	$-100.00	$0.00	$0.00	2	1
1001	15	$0.00	$200.00	$200.00	$0.00	$0.00	1	1
1002	20	$0.00	$410.80	$395.00	$15.80	$0.00	1	1
1002	21	$410.80	$0.00	$395.00	$15.80	$0.00	1	1

Report Title:	**A/R File Update Summary**
Purpose:	To summarize, by transaction type, the overall impact on the customer file, as well as show the resulting general ledger transactions.
How:	**05 Update A/R Files**
When:	Each time A/R update is processed
Special Codes:	ER - Shows number of errors that occurred during the update Note: Freight/Travel expense values are usually negative because they are expense accounts.

ABC ASSOCIATES PAGE 2
A/R FILE UPDATE SUMMARY
05/25/84

QTY	TRANSACTION	AMOUNT	FREIGHT	TAXES	PAYMENTS & ALLOWANCES	BALANCE	ER
7	INVOICE	$1190.00	$10.00	$43.60	$514.80	$728.80	0
0	DELETE	$0.00	$0.00	$0.00	$0.00	$0.00	0
0	MODIFY	$0.00	$0.00	$0.00	$0.00	$0.00	0
0	BILLING	$0.00	$0.00	$0.00	$0.00	$0.00	0
0	PAYMENT	$0.00	$0.00	$0.00	$0.00	$0.00	0
7		$1190.00	$10.00	$43.60	$514.80	$728.80	0

GENERAL LEDGER POSTINGS

11110.0 CASH	$514.80
12111.0 ACCTS RECEIVABLE	$728.80
31110.0 SALES INCOME	$1190.00
00000.0 RETURNS & ALLOWANCES	$0.00
42060.0 FREIGHT EXPENSE	$-10.00
42060.0 TRAVEL EXPENSE	$0.00

SALES TAX PAYABLE POSTINGS

31130.0 SALES	$43.60

END OF REPORT

Report Title: **A/R Open Item With Aging**

Purpose: To highlight customer balances that are becoming collection problems

How: **06 Print Reports 1** Open Items With Aging

When: Run after A/R Update or as frequently as desired. Shows balance on all open invoices. This report will automatically update the customer record with the age of the oldest open invoice and will change Credit Approval code to ? if any invoice exceeds 90 days or the current balance exceeds the Credit Limit.

```
                          ABC ASSOCIATES                          PAGE 1
                     A/R OPEN ITEMS WITH AGING
                           05/25/84
=========================================================================
INV #   T  BILL DATE  DESC     *  AMOUNT *  DISCOUNT  *  PAYMENTS  * BALANCE*AGE

1001  ABC ASSOCIATES  246/556-6766
CR LIMIT   $5000.00      APP Y       Y-T-D BILLINGS $4635.12
10      1  05/25/84  WIDGETS     $109.00       $0.00       $0.00     $109.00   0
11      1  05/25/84  SOFTWARE    $109.00       $0.00       $0.00     $109.00   0
13      2  05/01/84  SOFTWARE   $-100.00       $0.00       $0.00    $-100.00  24
15      1  05/25/84  SOFTWARE    $200.00       $0.00       $0.00     $200.00   0
                               =========  =========  =========  ========= ===
TOTAL INVOICES 4                $318.00       $0.00       $0.00     $318.00   6

1002  COMPUTER PLACE  395/859-5949
CR LIMIT   $6000.00      APP ?       Y-T-D BILLINGS $14287.33
20      1  05/01/84  SOFTWARE    $410.80       $0.00       $0.00     $410.80  24

TOTAL                           $728.80       $0.00       $0.00     $728.80   8

OPEN INVOICES      5
CLOSED INVOICES    2
DELETED INVOICES   0
UNBILLED INVOICES  0

THIS REPORT COVERS ALL CUSTOMERS

END OF REPORT
```

Report Title:	**A/R Open Item Summary**
Purpose:	To initiate summary of open balance posting by customer
How:	**06 Print Reports 2** Open Item Summary
When:	Run as required

```
                          ABC ASSOCIATES                          PAGE 1
                     A/R OPEN ITEM SUMMARY
                           05/25/84
==========================================================================
INV #   T  BILL DATE  DESC     *   AMOUNT *  DISCOUNT  *  PAYMENTS  * BALANCE*AGE

1001  ABC ASSOCIATES  246/556-6766
CR LIMIT   $5000.00      APP Y       Y-T-D BILLINGS $4635.12
TOTAL INVOICES 4                  $318.00       $0.00       $0.00     $318.00   6

1002  COMPUTER PLACE  395/859-5949
CR LIMIT   $6000.00      APP ?       Y-T-D BILLINGS $14287.33
TOTAL INVOICES 1                  $410.80       $0.00       $0.00     $410.80  24

TOTAL                            $728.80       $0.00       $0.00     $728.80   9

OPEN INVOICES      5
CLOSED INVOICES    2
DELETED INVOICES   0
UNBILLED INVOICES  0

THIS REPORT COVERS ALL CUSTOMERS

END OF REPORT
```

Report Title:	**A/R Aging Summary**
Purpose:	Describe overall status of receivables position to highlight exsisting or potential customer collection problems
How:	**06 Print Reports** 3 Aging Summary
When:	Run as required. Summarizes open balance for customer account, and displays by aging category--current, 30-60 days, 60-90 days, over 90 days.

```
                          ABC ASSOCIATES                          PAGE 1
                        A/R AGING SUMMARY
                            05/25/84
================================================================================
                          CURRENT  *  30 DAYS  *  60 DAYS  *  90 DAYS AGE

1001  ABC ASSOCIATES  246/556-6766
CR LIMIT   $5000.00      APP Y       Y-T-D BILLINGS $4635.12
 4 INVOICES                     $318.00       $0.00       $0.00       $0.00   6

1002  COMPUTER PLACE  395/859-5949
CR LIMIT   $6000.00      APP ?       Y-T-D BILLINGS $14287.33
 1 INVOICES                     $410.80       $0.00       $0.00       $0.00  24

TOTAL                           $728.80       $0.00       $0.00       $0.00   0

OPEN INVOICES      5
CLOSED INVOICES    2
DELETED INVOICES   0
UNBILLED INVOICES  0

THIS REPORT COVERS ALL CUSTOMERS

END OF REPORT
```

Report Title:	**A/R Unbilled Items**
Purpose:	Highlights any items that have yet to be billed
How:	**06 Print Reports 4** Unbilled Items
When:	Run as required. Prints any invoices that are in an "unbilled" status (where the invoice amount is zero)

```
                          ABC ASSOCIATES                          PAGE 1
                       A/R UNBILLED ITEMS
                            05/25/84
================================================================================
INV #   T  BILL DATE  DESC     *   AMOUNT *  DISCOUNT  *  PAYMENTS  * BALANCE*AGE


NO UNBILLED INVOICES IN CUSTOMER RANGE
TOTAL                            $0.00       $0.00       $0.00       $0.00   0

OPEN INVOICES      5
CLOSED INVOICES    2
DELETED INVOICES   0
UNBILLED INVOICES  0

THIS REPORT COVERS ALL CUSTOMERS

END OF REPORT
```

Report Title:	**A/R Closed Item Listing**
Purpose:	To produce an historical report of all paid items as well as allow the deletion of those items to conserve storage space
How:	**06 Print Reports** 5 Closed Item Listing
When:	Run as required. Prints all "closed" (or paid) invoices. Option to delete these "closed" invoices during report since they are not needed any more.

```
                          ABC ASSOCIATES                          PAGE 1
                     A/R CLOSED ITEM LISTING
                           05/25/84
==============================================================================
INV #   T  BILL DATE  DESC     *  AMOUNT *  DISCOUNT  *  PAYMENTS  * BALANCE*AGE

1001  ABC ASSOCIATES  246/556-6766
CR LIMIT   $5000.00      APP Y       Y-T-D BILLINGS $4635.12
12      1  05/25/84  0           $104.00       $0.00     $104.00       $0.00   0

1002  COMPUTER PLACE  395/859-5949
CR LIMIT   $6000.00      APP ?       Y-T-D BILLINGS $14287.33
21      1  05/25/84  SOFTWAR     $410.80       $0.00     $410.80       $0.00   0

TOTAL                            $514.80       $0.00     $514.80       $0.00   0

OPEN INVOICES      5
CLOSED INVOICES    2
DELETED INVOICES   0
UNBILLED INVOICES  0

THIS REPORT COVERS ALL CUSTOMERS

END OF REPORT
```

Report Title:	**A/R Information File**
Purpose:	To provide a hard copy record of the fundamental information that dictates the processing of your A/R applications
How:	**10 A/R Information File 99** Print
When:	Run as required.

```
                    INFO-DESIGNS INC.                    PAGE 1
                  A/R INFORMATION FILE
                       05/25/84
==============================================================================

                COMPANY : ABC ASSOCIATES

                ADDRESS1: 6905 TELEGRAPH

                ADDRESS2: BIRMINGHAM MI 48010

                ADDRESS3:

                SYSTEM DATE: 05/25/84

                PASSWORD     : PASS

                CASH ACCOUNT       : 11110.0

                ACCTS RECEIVABLE   : 12111.0

                SALES INCOME       : 31110.0

                ALLOWANCES         : 00000.0

                FREIGHT EXPENSE    : 42060.0

                TRAVEL EXPENSE     : 42060.0

                1ST AGING PERIOD   : 30

                2ND AGING PERIOD   : 060

                3RD AGING PERIOD   : 090

END OF REPORT
```

VI. TROUBLESHOOTING GUIDE

Most of the diagnostic error messages that appear on the screen are edit messages and provide the operator with a warning that there is an error condition present. These errors are self-correcting since they lock out an incorrect function or command. It is possible for an unexpected error to occur which the system may not be able to recover.

The following pages contain a list of posssible errors, probable causes and appropriate actions. They should be used as a reference guide in the event an error occurs.

ERROR MESSAGE	PROBABLE CAUSE	CORRECTIVE ACTION
Check that Disk is in Unit 9	Configuration File set for 2 single disk drives; first drive is Unit 8, second is Unit 9. System is looking for disk in Unit 9.	Make sure disk is inserted in Unit 9 Make certain that Disk Unit 9 was not turned off--the reason is when it is turned back on, it will default to Unit 8 again. You will have to use the Configuration File Utility to Change Unit Number back to 9
Can't Read Disk	Disk is not inserted in drive Drive door is not closed Disk has not been formatted "NEWed" therefore the system can't read it	Correctly seat disk in drive and close drive door Insert formatted disk in drive If you don't have a formatted disk, turn off system, then insert a new high quality disk and follow directions in Section III-B
Remove Write Protect on Disk	Each disk has adhesive tabs that may be placed over the notch -- to prevent writing	Remove the write-protect tab from your disk since the system must write on the disk If there is no tab and you still get this error... you may have a hardware problem with your disk drive. Call your dealer.

ERROR MESSAGE	PROBABLE CAUSE	CORRECTIVE ACTION
Bad Configuration Data...See Manual	The configuration file is not present or contains an invalid configuration of hardware	The system will automatically execute Configuration File Maintenance to allow you to create and/or correct the file
Security Violated... See Manaual	A program was executed on your disk directly, instead of booting up through the Main Menu	Turn off system, then turn on, place side 1 of program disk in drive 0 and enter: load"*",8 <RETURN>, run <Return>
	A copy of the original program disk was made--causing security to be violated	The program disk **CANNOT BE COPIED!** Attempting to copy the disk may cause damage to the Original.
Disk Error #	Tampering with the security on the system may cause the error	Pull out disk(s), Re-Start system
Transaction File Full - Run Update	The A/R Transaction file holds up to 40 transactions. Once capacity is reached, you will have to update the system to free-up transaction space	Run A/R Update
Customer File Full	The A/R Customer file holds up to 75 Customers	Delete customers who are no longer active to free up space.
		Create another disk to split file capacity between two disks. See Section on Initializing System for First Use.

ERROR MESSAGE	PROBABLE CAUSE	CORRECTIVE ACTION
Invoice File Full	The A/R Invoice file holds up to 150 open and closed invoices combined.	Run A/R Reports-Closed Item Listing, answer Yes when prompted to delete closed (paid) invoices If there are no closed items, then you will have to create another disk to split file capacity between two disks. See Section on Initializing System for First Use.
Incorrect Account Number Format	Account Numbers in the A/RIF must conform to these conventions: 10000.0 Asset Accounts 20000.0 Liability Accounts 30000.0 Income Accounts 40000.0 Expense Accounts	You only need to use G/L Account Numbers when you are interfacing with the General Ledger module The exact numbering scheme is discussed in the General Ledger Operator's Guide
System hesitates	Normal	Do nothing -- wait
System hangs	If, after a prolonged wait, the system totally hangs	Pull out disk(s), Re-start system
File data error in XXXXX	This error caused by a bad record with alphanumeric data in a numeric field	Pull out disk(s) Re-start system. If same error occurs, re-start using a back-up disk
Screen displays READY	Program came to an irrecoverable problem If same error occurs, pull out disk(s) and re-start system	Hit <SHIFT><CLR/HOME> together, then enter run<RETURN>

ERROR MESSAGE	PROBABLE CAUSE	CORRECTIVE ACTION
No A/R Info File on System	The system requires a A/R Information File which contains the Company Name and Address, password, system date, G/L accounts and aging periods. this file: a/rif is not on the Data Disk	Exit back to Main Menu, select 10 A/R Information File to create a A/RIF on the data disk
Wrong Password for this disk	Each disk may be assigned its own password for security of data	Check the password you entered when you first turned on your system to be sure it is the password for this disk. In the event that you changed a password on a data disk and don't recall what it is, follow these steps to re-create the A/R Information File on the data disk: Scratch file a/r gif as follows: Place Data disk in drive 0 Enter open 15,8,15,"s0:a/r gif" <RETURN> Now turn off system, turn system back on, load the system, select 10 A/R Information File to re-create a new A/RIF on the data disk.

ERROR MESSAGE	PROBABLE CAUSE	CORRECTIVE ACTION
Maximum Items Entered	Each Invoice may only have up to 99 items	No more items may be entered. Use another invoice to continue billing, if required
A/R Menu Not Found	The Main Program Menu is only on Side 1 of the disk	Re-insert A/R Program disk with Red Label up (Side 1) If above doesn't work then the program a/r000 is missing from your disk...use your Security Copy to run your system
No Customers on File	Before you can invoice, you must use Maintain/Display Customers to Add at least one customer to the system	Select 08 Maintain/Display Customers to add customer first
Disk Err# xx	Whenever a disk error occurs the system will print the error number and brief description	See your Floppy Disk User's Manual for list of error codes (Page 43 of VIC-1541 Manual)
Invalid Password	Password must be 4 characters System detected a password that was not 4 Characters	Input 4 character password If this error occurs in a Program other than the Main Menu, then you may have a hardware problem, or you may have a tape cassette connected to your system. Disconnect the tape unit, and re-start the system.

SUMMARY OF CBM FLOPPY DISK ERROR MESSAGES

0	OK, no error exists.
1	Files scratched response. Not an error condition.
2-19	Unused error messages: should be ignored.
20	Block header not found on disk.
21	Sync character not found.
22	Data block not present.
23	Checksum error in data.
24	Byte decoding error.
25	Write-verify error.
26	Attempt to write with write protect on.
27	Checksum error in header.
28	Data extends into next block.
29	Disk id mismatch.
30	General syntax error.
31	Invalid command
32	Long line.
33	Invalid filename.
34	No file given.
39	Command file not found.
50	Record not present.
51	Overflow in record.
52	File too large.
60	File open for write.
61	File not open.
62	File not found.
63	File exists.
64	File type mismatch.
65	No block.
66	Illegal track or sector.
67	Illegal system track or sector.
70	No channels available.
71	Directory error.
72	Disk full or directory full.
73	Power up message, or write attempt with DOS mismatch.
74	Drive not ready.

TELEPHONE SUPPORT SERVICE

As a subscriber of our Telephone Support Service Plan, you can call the Commodore BAS Support Center at (313) 334-9882, anytime during regular business hours about any questions or assistance you may need for your software.

We have had four years of experience supporting over 100,000 users of our software. Our team of Customer Support Representatives are ready to serve you. We can effectively handle questions relating to software functions and procedures, as well as many hardware and interfacing questions.

When you register your software over the telephone, you will receive a support ID number, which you will want to record in your manual to use whenever you call for support.

Telephone Support Subscription Fee Price Schedule

$25.00 provides one hour of technical assistance for each software module for up to six months.

Enrollment can be initiated by your call with a Visa, MasterCard or American Express Card. If you want to subscribe with a check, please make your check payable to **"IDI - Customer Service"**, or just call us for the necessary information.

USING TELEPHONE CONSULTING ASSISTANCE

Before you call - check the following:

[ ] Review the operator's manual first

- Look at Section II - System Functions
- Look at the Troubleshooting section

[ ] If you have a problem, try to re-create the problem and document your procedures to enable you to fully describe the problem

[ ] Before you call, please have the following information available:

- Your name and phone number
- Your subscription number or charge card
- Your hardware (e.g. Commodore PLUS/4 with 1541 drive and 1526 printer)
- Your software module (e.g. Accounts Receivable/Billing)
- Brief description of your problem (eg: Not able to access customer records)

To save you time and money, provide this information immediately to your Customer Support Representative, as soon as requested.

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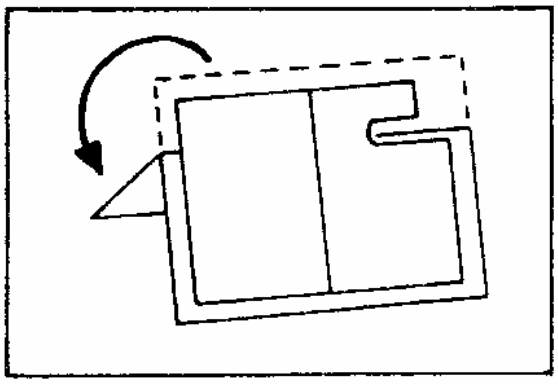
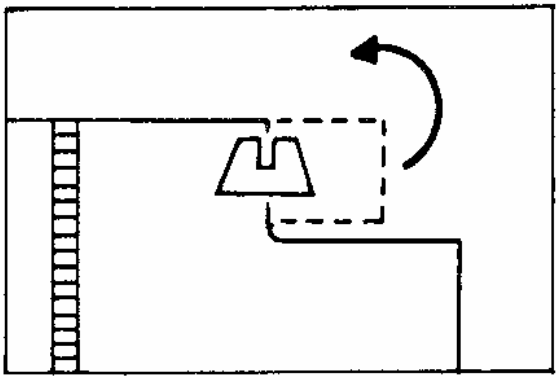
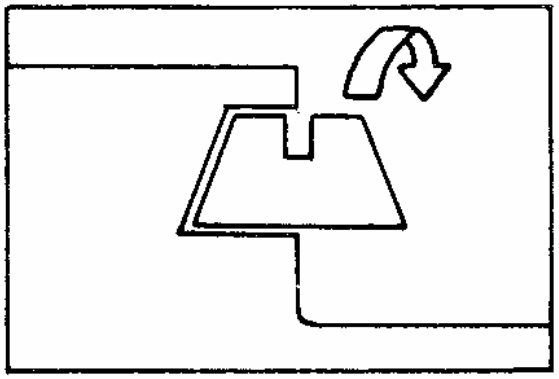
Directions for your easel binder set-up.



1. Fold upper panel on binder downward.



2. Fold support tab back.



3. Fold locking tab down to engage with support tab.